

Enrollment, Trading Partner, and General Frequently Asked Questions

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**Maine Integrated Health Management Solution
Enrollment, Trading Partner, and General Frequently Asked Questions**

MIHMS Questions and Answers		
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Billing agents and Clearinghouses		
	Do I need to do anything besides a Trading Partner Agreement with my clearinghouse to send my claims? Do we supply the PIN to them?	Your clearinghouse will be required to register as a Trading Partner with Unisys in order to submit claims. They will not be required to enter a PIN to register; only billing agents are required to enter their associated providers' PINs.
	Does a billing agent have full access to all provider information under the Trading Partner Agreement?	All of the information that is necessary for billing agents to act on behalf of the provider under HIPAA is available. This is a partial listing of information/activities available to billing agents: Claim Entry (real-time), Eligibility Verification (real-time), Claim Status (real-time), Authorization (real-time), PCP Roster (real-time), Custom Member Roster (real-time), Payment Status (real-time), Provider Status Page (real-time), X12 Exchange, Trading Partner Maintenance.
	I am a billing agent and I often look up information about claims and member eligibility for the billing provider. I am confused about this terminology. How will I be able to continue to check information I am able to check now?	You will need to register as a Billing Agent Trading Partner to be able to access this information in MIHMS.
	How do I as the billing agent associate all my Pay-To NPIs?	<p>If you are a provider with several Pay-To NPIs, you will not be enrolling as a billing agent like you did in MeCMS. You will apply for a billing provider Trading Partner ID using one of your Pay-To NPIs. Once that Trading Partner (TP) registration is approved, you will be able to add all of your other Pay-To NPIs to that TP registration.</p> <p>If you are truly a billing agent, you will apply for a TP registration using the Tax ID, NPI (or API) and the Enrollment Case Number ECN of one of your associated providers. Once that Trading Partner (TP) registration is approved, you will be able to add all of your other providers to that TP registration. The providers you bill for must supply you with their enrollment case number as an indication that they authorize you to act on their behalf.</p>
	Will billing agencies need to re-enroll?	Billing agencies that submit claims for providers will need to register as a Trading Partner and sign a Trading Partner Agreement. Billing agencies can re-enroll once their billing providers have been approved in MIHMS.

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	If a provider is handling billing for other entities do they need to register as a "billing agent" in MIHMS?	Yes, if they are truly performing the function of a billing agent for other organizations they will need to register as a "Billing Agent" Trading Partner and sign a Trading Partner Agreement once the billing provider has been approved in MIHMS.
	Are billing agents (billing services and clearinghouses) going to be validating their clients?	No, the provider must authorize the billing agents to submit claims on their behalf. This can be completed electronically in the portal. It is the provider's responsibility to ensure that Business Associates Agreements are in place between their organization and their billing agents. The onus is on the provider to ensure that they comply with HIPAA Privacy requirements.
	Does choosing a billing agent prevent providers from submitting their own claims, as well?	No. Providers can choose a billing agent to submit some claims and continue to submit claims for other components of their services. For example, a billing agent can be retained to submit dental claims while the provider continues to submit claims for childcare services.
	Are billing agents (billing services and clearinghouses) going to be validating their clients?	No, the provider must authorize the billing agents to submit claims on their behalf. This can be completed electronically in the portal. It is the provider's responsibility to ensure that Business Associates Agreements are in place between their organization and their billing agents. The onus is on the provider to ensure that they comply with HIPAA Privacy requirements.
Billing codes		
	Are any changes in billing codes anticipated for MIHMS?	We are working to eliminate all local codes because these are not HIPAA compliant. As such, MaineCare is moving to national code sets for the MIHMS implementation.
Claims		
	What is the difference between a service location and a place of service?	Place of Service (POS) is a required field in a health care claim. The National POS code set is defined and maintained by the Centers for Medicare and Medicaid (CMS). It includes such codes as 01 Pharmacy, 03 School, 11 Office, 12 Home, and so forth. Service location is a term used by MIHMS to identify the physical address from which services are administered. Service locations will be assigned three digit codes in MIHMS that will be required on the MaineCare claim form. The field location is to be defined at a later date.

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	Will MIHMS communicate with APS Healthcare to ensure approvals are accurately processed (i.e.: Number of units, dollars allocated, PA numbers)?	Yes. The MIHMS interface team is working with APS to make this happen.
	How does MIHMS affect Direct Deposit?	At this point in time, MIHMS will not affect direct deposit in any way. This is an agreement between the provider and the State Controller's office and will continue to be coordinated by that office. Providers who wish to sign up for electronic funds transfer (EFT) should contact the MaineCare Provider Enrollment Unit at (207) 287-4082 or 1-800-321-5557, Option 6.
	As a rule, will providers be able to adjust a claim in MIHMS that was originally submitted and processed in MeCMS?	No. Providers should be working with the Provider Relations staff to adjust MeCMS claims within that system.
	Will providers continue to have access to claims data for claims that were submitted to MeCMS and adjudicated prior to MIHMS?	Yes, MaineCare will convert five years of data into MIHMS.
Claims, electronic filing		
	If I am currently filing claims electronically, will anything change?	Providers should continue to submit claims electronically in the same way they are today, until MIHMS becomes fully operational. At that time, electronic claims must conform to the HIPAA compliant ANSI ASC X12 837 standard formats.
	Will software be needed for electronic submissions to MIHMS?	<p>The answer depends on the volume of claims submitted. Once the MIHMS claims portal is on-line, providers can submit claims via direct data entry into the claims portal and will not require special software. (MeCMS will continue processing claims with Dates of Service prior to March 1, 2010 when MIHMS is fully implemented.)</p> <p>For a large volume of claims, providers will need HIPAA compliant software to submit electronic claims directly to MIHMS. This will allow them to upload the ANSI ASC X12 837 standard claim formats.</p> <p>Providers currently using software to submit claims to MeCMS should check with their vendor to determine their capability to submit HIPAA compliant claims.</p>

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	What are 837 files?	The 837 is the HIPAA standard format for submission of electronic claims. There are three versions of the 837: the Institutional (comparable to the UB-04 paper claim), the Professional (comparable to the CMS 1500 paper claim), and the Dental (comparable to the ADA paper claim).
	What are 835 files?	The 835 is the electronic remittance that is received back by the provider.
Claims, online entry		
	Will the online portal functions include the actual submission of claims or will we have to purchase billing software?	The online portal does not require you to have any software on your computer.
	What is direct data entry (DDE)? Will training be provided (if so, when?)	Direct Data Entry is the ability to type text into a form on the computer in contrast with copying or importing data from another source. When the functionality to enter claims via DDE is available and a provider has successfully re-enrolled in MIHMS, they will be able to enter individual claims information directly on the web portal. Training will be provided, however a schedule has not yet been determined.
	When will DDE be available?	MaineCare is in the process of finalizing the date.
Claims, paper		
	Will MIHMS take our service number on claims?	No, only the NPI.
	Are the business rules for processing claims published somewhere?	When the rules become available, they will be published on the new provider portal.
	Will we still be able to submit claims on paper in MIHMS?	Yes.
	In MIHMS, can we use the old CMS1500 forms or do we need to use the new forms?	Old 1500 forms CANNOT be used in the new system.
	My organization currently submits paper claims and receives paper remittance statements. When MIHMS is implemented will we have to do electronic billing?	The online portal introduced as part of the new claims processing system will allow for the submission of claims. This will be done either by entering information for one claim at a time, or by uploading claims data from the provider database. We are encouraging providers to move to more efficient options.

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Enrollment Applications		
	Under Speech provider types how do I add my speech therapy assistant?	You will be presented with a rendering provider screen which will allow you to re-enroll a speech therapy assistant. The speech therapy assistant must obtain a Type 1 NPI. You will use this NPI to re-enroll your assistant.
	What do I do when my license has not been reviewed or renewed? I have a letter extending my license. What date do I put into the enrollment fields?	Enter the dates of your current license including the expiration date. Then mail in a copy of the extension letter along with the provider agreement(s) and other supporting documents.
	The Pay-To address, does it have to be a physical location or can it be a PO Box?	Pay-To and Service Location mailing addresses may be PO Boxes. A Service Location physical address, however, may not be a PO Box.
	MeCMS does not list my change in my entities business structure, how will this affect MIHMS as it is not listed in MeCMS correctly? Who should I contact about the information not being correct in MeCMS?	The incorrect information in MeCMS will not affect your re-enrollment information in MIHMS. You will re-enroll in MIHMS with your entity's correct business structure. You should contact Provider Enrollment Unit at (207)287-4082 or 1-800-321-5557, Option 6.
	Can a CEO be listed as a board member?	Yes, if he serves on the board.
	What should I put in as the start date of my board members or owners?	The actual start date.
	I have a physician who is owner and board member and who has also designed a component that is used in surgical procedures. Should I disclose that information as he receives royalties for that and we bill Medicaid for that component?	Yes.
	What if I have a board member who is also an owner? How should I enter this person's information on the CMS1513?	The board member must be listed as both.
	Do we have to verify that all employees have not been sanctioned or if an employee has record of the information?	Providers are responsible for developing an internal process to ensure that all staff are in compliance with all regulatory requirements.
	What is the CMS1513 form? Is this the same as we already have on file in MeCMS?	The CMS 1513 Form is the Disclosure of Ownership and Control Interest Statement. This is not maintained in MeCMS.

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	Who is required to fill out the CMS1513?	All MaineCare providers.
	On the CMS1513 a question asks if we have other interests with Medicaid. Does this mean just Maine Medicaid or other state Medicaid programs?	Any and all Medicaid programs.
	When I sign electronically which provider name should I use, the Pay-To NPI name or the physician name?	The Provider Name should match the Pay To/W9 name used in enrollment and the Signatory name should be any person's name that is authorized by your organization to sign this type of application.
	Under the electronic signature page what is the SSN field for?	The Social Security Number is required as part of an "electronic signature."
	Who should sign the legal document?	This document must be signed by an individual who is empowered by the board or ownership to enter into this type of agreement.
	I am concerned about signing this legal document not knowing all employees background. Is this new?	This is not new. The onus has always been on providers to ensure that employees have background checks verifying all legal requirements of the MaineCare contract.
	Why is it required that you have a wet signature when all the documents will be scanned and accessed electronically?	This is a legal requirement of the State of Maine Attorney General's Office.
	If you have to mail in a provider agreement with a wet signature, why would you bother to re-enroll electronically?	The provider agreement requires an initial wet signature which agrees to the use of an electronic signature in future agreements. The initial wet signature is required by the State of Maine's Attorney General's office.
	Can I get a paper copy of the application so I will have a list of questions to ask my employees the legal questions?	Once the portal is open you can download the Enrollment Guide that applies to you. The required questions are listed in the enrollment guides.
	Is there a way for me to print a blank application for my physician to review?	Please contact the Provider Enrollment Unit at (207)287-4082 or 1-800-321-5557, Option 6 to obtain a copy of the appropriate paper application.
	Will providers need to sign a contract again?	Yes. Providers will be required to complete a wet signature (pen on paper) on a new contract.
	When will the re-enrollment applications be mailed?	Applications won't actually be mailed because the re-enrollment will be done through an on-line web portal. However, providers will receive a notice when they are scheduled to re-enroll.

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	Will we be able to print applications and/or complete them on-line?	Yes. The only paper application that needs to be mailed to MaineCare is the Provider Agreement itself. Everything else can be completed and submitted on line.
	Will MIHMS accept electronic signatures?	Yes, except for the Provider Agreement which must be printed, signed with a "wet" signature, and mailed to provider enrollment. MIHMS can accept electronic signatures for any other form.
	Who should sign the actual re-enrollment application from the provider organization?	This should be whoever is authorized by your organization to enter into legal agreements.
	How will the Trading Partner Agreement (TPA) agreement take place with providers who are also billing agencies in MeCMS (as previously required)? Will there be one agreement or two?	<p>This depends.</p> <p>1) If a provider is currently registered as a billing agent in MeCMS only to facilitate the ability to submit claims for all of the organization's <i>own</i> MaineCare billing numbers (not for other independent agencies), only one registration and TPA will be required after successfully re-enrolling in MIHMS.</p> <p>2) If a provider has dual-roles, two trading partner agreements would be required, one as a provider <i>and</i> a separate one as a billing agent. There would be separate logons/passwords for the provider and billing agent accounts.</p> <p>This means the following:</p> <p>When the new provider portal goes live, the dual-role provider/billing agent will be asked to register as a trading partner for the billing agent function.</p> <p>Later, after re-enrolling successfully, the dual-role provider/billing agent will be asked to obtain a second trading partner submission ID for the provider function.</p> <p>This will entail signing two TPAs (electronically), one for each function.</p>
	If a provider has multiple NPIs or multiple provider ID's, will they need multiple Trading Partner Agreements (TPA)?	No, only one TPA is needed per provider organization. All of the organization's NPIs will be affiliated to the one TPA.
Enrollment Data		
	Do I have to fill in my office hours?	This is only a required field for Primary Care Case Management (PCCM) providers. Otherwise it is optional.

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	Why do I have to answer the same question when I am adding a rendering when I have already answered that under my service location?	There are circumstances where a service location might provide a service that not all rendering providers participate in. For instance, a service location could offer Primary Care Case Management (PCCM) services, but not all rendering providers at that location would be eligible to provide PCCM services.
	We provide lab services in our office, how do we answer this question if we are not technically a lab?	If you provide lab services as defined by the Clinical Laboratory Improvement Amendments (CLIA) in your office, you should answer yes to the laboratory question.
	We have a lab within our organization that provides EKGs among other services. The lab is not CLIA certified. Would that count as a lab?	If you are only providing EKGs and other services that are not covered by CLIA, you would not be considered a lab for MIHMS purposes.
	We are enrolled as an independent lab but are owned by 2 doctors that work in the lab. What kind of provider type should we use and how do we identify each doctor?	You would enroll the lab as a Laboratory/Radiology Services Provider Type. There are special screens for ownership information in the re-enrollment portal where you would enter information regarding the two physicians. Laboratories do not require the physicians to enroll as rendering providers.
	Are you going to require a "Mammo" Certification in MIHMS?	Yes. MIHMS requires the Food and Drug Administration's Certification for Mammography Facilities.
	What is the distinct part unit on the facility information screen?	The term "distinct part" refers to a portion of an institution or institutional complex (e.g., a nursing home or a hospital) that is certified to provide specific services such as Skilled Nursing Facility and/or Nursing Facility services, rehabilitation services or psychiatric services. A distinct part must be physically distinguishable from the larger institution and fiscally separate for cost reporting purposes. This portion of an institution or institutional complex must be certified as a Distinct Part Unit by Medicare.
	Is the Medicare certification number the same as the Medicare provider ID?	Yes. The Medicare Identification Number, often referred to as the CMS Certification Number (CCN) or Medicare "legacy" number is a generic term for any number other than the NPI that is used to identify a Medicare provider.
	Our current services are provided outside of the office, how do we show this in our re-enrollment application?	When you re-enroll in MIHMS, you will record the location of the office administering the program only. Later when you submit claims to MIHMS, you will indicate where the services were provided using the National Place of Service code set.
	Where do I find or get my PCCM number?	Please call the PCP Network Services 287-4827 for assistance with obtaining your PCCM number.

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	Will certain data fields be pre-populated for re-enrollment?	Fields will not be pre-populated with MeCMS' data. However, MIHMS will interface with some databases such as the NPI database and download information for related data fields for you.
	Will batch enrollment be available?	No. A standard batch enrollment format does not exist for Medicaid. However, the NPI structure will reduce the volume of enrollments providers need to complete. Additionally, MaineCare is making the enrollment portal and process as user friendly as possible.
	Will there be a crosswalk for provider enrollment from MeCMS to MIHMS?	Because the structures of the two systems are totally different and because MeCMS has many limitations, a crosswalk could potentially have a negative impact on both current operations and incorrectly translating data to the new system. For this reason, providers will need to maintain their MeCMS provider file until MIHMS begins operation.
	Will there be new provider billing IDs for the new system?	Provider billing for MIHMS will use the National Provider Identification (NPI) number(s).
Enrollment Provider		
	We have two locations; do we register both offices if we want each office to receive a check?	In order to receive separate checks, each location would need their own separate Pay-To NPI and would have to be re-enrolled separately.
	I have thirteen clinics in Maine; will I have to re-enroll all of them?	Yes.
	How will this work when I hire a new physician? Do they need to be approved by MaineCare before they can provide services?	Yes. When the maintenance functionality is available, you will add a new rendering provider on the portal and the work flow process will review the application for approval.
	If enrolling as a group, do I need to sign an electronic signature for each rendering provider?	No, the signature applies to the group practice. It is recommended that the Group have an internal process in place to verify that rendering providers are in compliance with all of the requirements.
	What are the different types of rendering providers?	Rendering providers are practitioners that perform the services and must be listed on the claim form. A few examples of rendering providers are physicians in group practices, dentists and LCSWs. Whether or not rendering providers are required on claims is determined by MaineCare policy and included in the billing instructions.

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	How do I know if I am a PNMI or an Assisted Living Facility?	Assisted Living Services have been defined in Section 6 of MaineCare policies in the past. They have recently been incorporated into Section 96. PNMI services are defined in Section 97. Please contact your provider representative if you cannot identify your facility.
	We have two offices, one Tax ID with two provider types and we are incorporated. We want checks sent to each location can I enroll once for both?	In order to receive checks at each location, you will need to re-enroll each separately with a Pay-To NPI. Since you are incorporated, you qualify to obtain a subpart NPI for your second location. This does not affect your tax ID.
	Regarding Substance Abuse and Mental Health, can I have two site names under one Pay-To NPI and enroll these under one enrollment?	Substance abuse and mental health are two distinct provider types in MIHMS. If these are being provided in the same physical location, you will need to obtain a subpart NPI to re-enroll the second provider type. If the two services are separate and distinct, such as substance abuse services located on the first floor and mental health services on the second, for instance, you may re-enroll each of them under one NPI using the First Floor and Second Floor as a secondary unit designator in your address. Please click here for a listing of official secondary unit designator: http://www.usps.com/ncsc/lookups/abbr_sud.txt
	What provider type and specialty would a skilled nursing home use?	Nursing Home provider type and Nursing Home specialty.
	The new service under Section 17 Community Rehabilitation Services that replaced scattered site PNMI's, what provider type would that be in MIHMS?	This new service is a component of Community Support Services. You should re-enroll as a Mental Health Clinic Provider Type and a Community Support Specialty.
	Is there a limit to the number of specialties I can have under a certain provider type?	For all practical purposes, there is no limit to the number of specialties a provider type can have. However, the number of specialties available to you is based on your provider type.
	If the Pay-To entity changes will I need to do a new enrollment?	Yes.
	What if our ownership changes will I need to do a new enrollment?	The details of ownership changes have not yet been determined.
	If Medicare says I need more than one NPI and MaineCare says I only need one, how will this affect my crossover claims?	You should re-enroll with MaineCare the same way that you are enrolled with Medicare.

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	We are a physician group and we rent space to another provider. Do we register that provider who rents space?	No, that provider will be re-enrolling with his legal address. This business relationship does not affect re-enrollment.
	Do school districts that provide MaineCare services need to re-enroll?	Yes.
	We have 18 programs with different service locations. How do we ensure all mail and checks go to one address?	Checks will be sent to the W9 address listed in the re-enrollment application. If all of the 18 programs use the same W9 address, then all of your checks will be delivered to that address.
	Why is MaineCare re-enrolling providers?	The new system will be fully compliant with the CMS regulation that requires healthcare payers to support National Provider Identification (NPI). Because this structure is completely different, in order to capture data accurately, providers are required to re-enroll.
	Does a provider have to re-enroll?	Yes. If a provider intends to continue to see Medicaid patients and file claims with MaineCare, they will need to re-enroll.
	Will the re-enrollment require providers to re-enroll with AdvantageME (the financial system that issues payments)?	No, MaineCare will transfer the needed enrollment information to AdvantageME. New vendor IDs will be created for AdvantageME, as a result.
	How does a provider sign on with AdvantageME?	If you are receiving current payments from MaineCare and you submitted a W9 at the time of enrollment, you are already signed on with AdvantageME.
	Will providers be able to re-enroll, with their laptop, at the training sessions?	Yes, re-enrollment can be accomplished from anywhere there is internet access. Not all training sites will have this capability.
	In two years when we have to re-enroll or update will we get a letter about having to do this?	Yes you will receive a notice.
Enrollment Provider Training		
	Will there be more training on claim submissions?	Yes, in early 2010.
	Are there any use application requirements to download or view documents provided on the portal? Do I need Word 2003 or 2007?	These are the minimum system requirements for re-enrollment: -Reliable online connection Web browser -Adobe Flash Player 10 or above -Adobe Acrobat Reader

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	Will there be provider training on the re-enrollment process and any new billing procedures?	Yes, provider training schedules will be communicated soon. Training will begin in February and continue, state-wide through July. Providers are encouraged to attend training the month prior to their scheduled re-enrollment.
	Will you be having more training on how to do maintenance?	This will be covered in the Phase 2 training sessions.
Enrollment Rendering Provider		
	Do providers need to re-enroll their servicing/rendering providers?	Yes, providers will need to re-enroll all servicing/rendering providers that they will be working with.
Enrollment Schedule		
	When will the re-enrollment take place?	All providers should re-enroll now if they have not all ready submitted their application for re-enrollment
	Has a deadline been set for re-enrollment?	All providers have been invited to enroll at this point and are encouraged to complete re-enrollment as soon as possible to assure payment processing is uninterrupted when MIHMS goes live.
NPI, National Provider ID		
	Will my enrollment case number be my new billing provider number?	No. The NPI will be your billing number.
	What is a Medicaid ID number?	In the past, your Medicaid ID was the billing number(s) assigned to you when you enrolled as a MaineCare provider. Once we move to MIHMS, your Medicaid number will be your NPI.
	Does OMS participate with (CAQH) Council for Affordable Quality Healthcare?	MaineCare does not participate at this time.

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	How do I get my NPI?	Health care providers can apply for NPIs in one of three ways: • For the most efficient application processing and the fastest receipt of NPIs, use the web-based application process. Simply log onto the National Plan and Provider Enumeration System (NPPES) at https://nppes.cms.hhs.gov/NPPES/Welcome.do and apply on line. • Health care providers can agree to have an Electronic File Interchange (EFI) organization (EFIO) submit application data on their behalf (i.e., through a bulk enumeration process) if an EFIO requests their permission to do so. • Health care providers may wish to obtain a copy of the paper NPI Application/Update Form (CMS-10114) and mail the completed, signed application to the NPI Enumerator located in Fargo, ND, whereby staff at the NPI Enumerator will enter the application data into NPPES. This form is now available for download from the CMS website or by request from the NPI Enumerator. Health care providers who wish to obtain a copy of this form from the NPI Enumerator may do so in any of these ways: Phone: 1-800-465-3203 or TTY 1-800-692-2326 E-mail: customerservice@npienumerator.com Mail: NPI Enumerator P.O. Box 6059 Fargo, ND 58108-6059
	What is an FEIN?	A Federal Employer Identification Number is a nine digit code used by businesses in order to classify and identify them as a tax payer, for banking services and other official and legal purposes. Businesses with no employees and sole proprietorship may use the Social Security number for tax reporting. But companies with employees must have a FEIN. It is unique to a business just like Social Security number is unique to an individual.
	We have a question about NPIs for different locations and different services. How do we register, can we use one NPI?	If there is only one MIHMS Provider Type at each distinct location, one NPI is sufficient for re-enrollment.
	I am a transportation agency, do I need an NPI?	If you are a non-emergency transportation agency, you do not need an NPI. An Atypical Provider Identifier (API) will be issued to you when you re-enroll.
	Our SLPA's do not have NPI, how do I add them as renderings?	Speech Language Pathology Aides (SLPA) must obtain Type 1 Individual NPI. Billing providers re-enroll rendering providers using their individual NPIs.
	I have three optometrists within my practice that have NPIs; will I need to get NPIs for our opticians as well?	Yes. You will re-enroll as a Vision Services Provider Group and re-enroll the optometrists and opticians as rendering providers using their Type 1 Individual NPIs.
	Will dental hygienists need to get an NPI?	Only those who are independent.

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	We have multiple MaineCare numbers, can we enroll all under one NPI or does each provider have their own NPI?	Enrollment in MIHMS is based on NPIs and not previous MaineCare numbers. In general, all services should be able to be re-enrolled using one NPI. The exceptions are, 1) if more than one MIHMS Provider Type is offered in the same physical location and 2) if the organization has obtained subpart NPIs. In these two situations, separate re-enrollments under different NPIs would be required.
	I am an individual who is incorporated. Do I need a group NPI and what do I use as a Pay-To NPI?	An incorporated individual should obtain a Type 2 Organizational NPI for the corporation in addition to the Type 1 Individual NPI. The Type 2 Organizational NPI will be used as the Pay-To NPI and the individual will be enrolled as a rendering provider to the organization using the Type 1 Individual NPI.
	My NPI uses a Texas address, what do I do to make sure the NPI address information identifies my service location address in Maine?	You should go back to the NPI registration site and update your information to your current Maine address. If both of your sites are still active, you will have an opportunity in the MIHMS portal to update your address information to the Maine address. In any event, your Pay-To address should match the address on your W-9.
	Will non-licensed "Other Qualified Staff" have to enroll for an NPI for their services?	Not at this time.
	I am a Limited Liability Company (LLC) who has a hygienist, how should I be enumerated?	This is determined by how your taxes are filed. If the LLC is an individual reporting income and expenses on Form 1040, Schedule C, E, or F, then you will be eligible for a Type 1 Individual NPI. If you file as a corporation or partnership, you would enumerate as a Type 2 Organization NPI. You should consult with the NPI registry to ensure that you have enumerated appropriately. Phone 1-800-465-3203 or TTY 1-800-692-2326. https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome
	Do we need a separate NPI for 2 provider types in the same location?	Yes, but please remember, this refers to the new provider types in MIHMS.
	How many NPI does a corporation need to have?	Organizations that are health care providers must obtain at least one NPI. Corporations are also eligible for subpart NPIs if they are needed to identify components of their business independently from the "parent" organization. For MIHMS, if a corporation provides more than one provider type at the same physical location, an additional NPI will be required to identify the additional provider types separately.

**Maine Integrated Health Management Solution
Enrollment, Trading Partner, and General Frequently Asked Questions**

MIHMS Questions and Answers

Topic	Question	Answer
	We are a partnership with a group of three individuals. Do we need to get a Type 2 NPI?	Partnerships should obtain a Type 2 Organizational NPI.
	Can the same NPI be used for more than one location?	Yes. A three-digit extension to the NPI will be used to signify the multiple locations.
	What is NPPES and how can we contact them?	<p>The NPPES stands for the National Plan and Provider Enumeration System.</p> <p>The Center for Medicare and Medicaid Services (CMS) has contracted with Fox Systems, Inc. to serve as the NPI Enumerator. The NPI Enumerator is responsible for assisting health care providers in applying for their NPIs and updating their information in NPPES.</p> <p>The NPI Enumerator may be contacted as follows: Phone: 1-800-465-3203 or TTY 1-800-692-2326 E-mail: customerservice@npienumerator.com Mail: NPI Enumerator P.O. Box 6059 Fargo, ND 58108-6059</p>

Remittance Advice Statements

	Has the design of Remittance Advice Statements begun?	That is currently underway.
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System Transition

	When is the new claim processing system scheduled to go live?	The new MMIS (Medicaid Management Information System) in development by MaineCare and Unisys is currently scheduled to come online in March 2010. The new system is named the Maine Integrated Health Management Solution (MIHMS).
	Will MeCMS continue to be available once the new system begins in 2010?	MeCMS will continue for a limited time after MIHMS is operational in order to process claims for service dates prior to March 1, 2010.
	Will the Oracle Financial system go away with MIHMS?	Yes, Oracle will be replaced with Flexi Financial System.
	Will a system like Welfre still be place?	Yes. We need a system to bring eligibility information into MIHMS. Understanding the limitations of Welfre, the Data Hub project is underway to move eligibility information from other systems to MIHMS.
	What about MeCMS claims that remain unpaid?	Providers should be working with their provider relations specialists to resolve as many unpaid claims as possible. Planning is underway for resolution of remaining or "stalled" MeCMS claims now. It is anticipated the work plan for this will be shared at the Provider Forums.

**Maine Integrated Health Management Solution
Enrollment, Trading Partner, and General Frequently Asked Questions**

MIHMS Questions and Answers		
Topic	Question	Answer
Trading Partner Agreements		
	Does becoming a Trading Partner affect my ability to submit claims on paper?	No, you can still submit on paper. The Trading Partner Agreement will allow you to look up claims status and member eligibility even though you submit paper claims. At some point, you may also decide to submit claims electronically using the Direct Data Entry (DDE) capability.
	If we have two offices and two NPIs, do we need two Trading Partner Agreements?	No, you will sign one Trading Partner Agreement and associate your two NPIs to that one Trading Partner Account. The number of offices you have has no direct bearing on your Trading Partner registration.
	How do we enroll with two Pay-To NPIs? Can I have 1 TPA?	Each Pay-To NPI will be re-enrolled as a separate enrollment. Once the two have been approved in MIHMS, you will be able to register for a billing provider Trading Partner Agreement (TPA) and be able to associate both Pay-To NPIs to that one TP registration.
	Are Trading Partner Agreements needed only if you bill electronic claims and want to check data?	A Trading Partner Agreement is required whenever protected health information (PHI) is transmitted electronically between two parties. For MIHMS and MaineCare providers, this includes the electronic 837 claims submission, direct data entry of claims, claims status inquiries, and eligibility verification to name a few.
	Will we be able to see eligibility and prior authorizations once we log on?	If you have obtained a Trading Partner Agreement, you will be granted access to logon and view this information.
	Does the person checking status online have to use a user name & password every time?	Once you have logged in with your username and password, you can check as many statuses as you want until you logout. Every time you return, you will have to login in with your username and password.
	What is the process for Trading Partner Agreements?	Clearinghouses and Billing Services will register with MIHMS first as soon as the Portal goes live. They will sign a Trading Partner Agreement (TPA) and receive a USER ID and password.
	Will a paper version be available for Trading Partner Agreements (TPA)?	Yes, but a great need for this is not anticipated since an electronic signature is preferred. The TPA will be downloadable and can be printed.